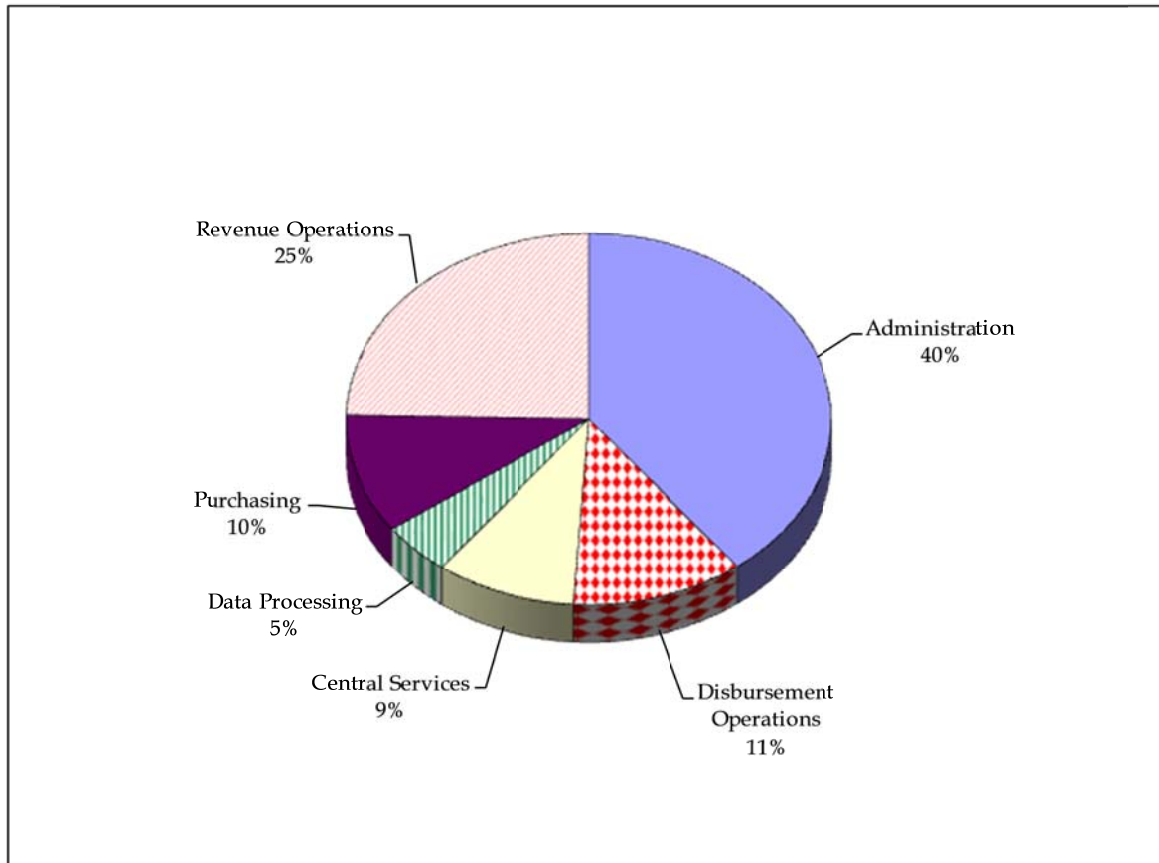

FINANCE

Mission

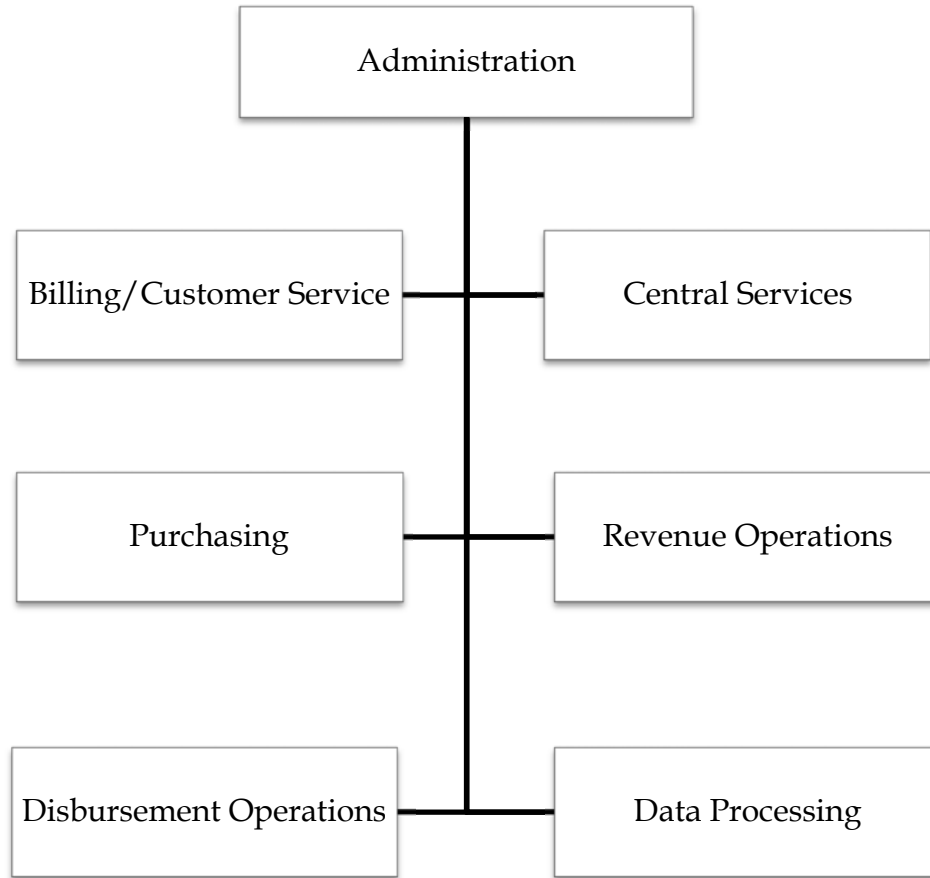
The mission of the Finance Department is to maximize and safeguard financial resources in order for Town Council and Departments to achieve their objectives.

FINANCE

	FY 11-12 Adopted	FY 11-12 Adjusted	FY 12-13 Adopted	Net Change
Administration	359,998	359,998	533,934	173,936
Disbursement Operations	135,904	135,904	155,067	19,163
Data Processing	159,668	159,668	62,500	-97,168
Purchasing	132,062	132,062	139,997	7,935
Central Services	272,529	272,529	126,070	-146,459
Revenue Operations	340,999	340,999	333,322	-7,677
Finance	1,401,160	1,401,160	1,350,890	-50,270



FINANCE



ADMINISTRATION
10241

PURPOSE

The purpose of the Finance Administration division is to provide overall management of departmental staff and operations to ensure the department mission is accomplished.

ACTIVITIES/PRODUCTS/SERVICES

- Provide financial policy recommendations to Town Council and Town Manager.
- Develop financial strategies for the Town
- Coordinate improvements to financial systems and processes.
- Provide general accounting and financial reporting services.
- Prepare the Comprehensive Financial Report and filings.
- Provide cash management and other treasury functions.
- Coordinate capital financing and debt management.
- Provide special research to Council, Manager and Departments.

FY 11-12 ACCOMPLISHMENTS

- Assumed control of the budget process; directed the budget committee in the formulation of the new budget and the resolution of important financial issues.
- Created a comprehensive CIP plan to complement the operating budget.
- Provided leadership to implement the new Real Estate billing software, including automating mortgage company payments.
- Provided financial support and analysis to two major projects studying the valuation and capital needs for the Water and Sewer system.
- Provided management oversight to improve collections in the following areas:
 - Business License implementation of Treasurer's summons
 - Vehicle License fees implementation of the DMV hold process
 - Real Estate taxes new system improved delinquent statements
 - Police tickets implementation of new billing system
- Provided leadership to revamp the payroll cycle allowing more time for reporting and review.
- Lead the Staff Evaluations Task Force. Analyzed the evaluation process and made recommendations to Senior Management
- Lead the implementation of the Employee Assistance Center for Admin Services.

ADMINISTRATION**10241**

- Provided financial analysis and support to the Health Care/ Benefits Budget subcommittee.
- Implemented new fund balance reporting policy in the Comprehensive Annual Financial Report.
- Managed analysis and reimbursement requests for several State and Federal grants for construction projects.
- Managed the reorganization of the Finance department sections of the Town's web site.

FY 12-13 INITIATIVES

- Provide management support and oversight in the planning and / or implementation of the following projects:
 - New software system, forms and processes for Business and Professional Occupation License operations.
 - New software system and processes for meals and lodging taxes
 - Online time tracking input for control and entry to the payroll system.
 - New software system, bills and processes for the Water and Sewer system.
 - Increasing automated payment streams in conjunction with implementing the new cash receipting system.
 - Implementing direct payments for Water & Sewer bills
 - Expanding Treasurer's summons and other collection methods.
 - Revamping the Vehicle License fee process including developing an independent data source.
 - Leading the Time Card Software Committee to develop and implement an automated time tracking system.
 - Developing financing sources to meet Town's capital project requests.
 - Reviewing banking services to add additional features and functions to improve automation.

**ADMINISTRATION
10241**

PERFORMANCE MEASURES

Based on calendar year data

Description	2010 Actual	2011 Actual	2012 Projected
Percent of legal filing deadlines met on time	100%	100%	100%
Percent of information requests responded to within one business day	85%	90%	90%
Consecutive years awarded GFOA Certificate of Excellence in Financial Reporting	23	24	25

PERSONNEL

Based on a fiscal year

Authorized Positions	Adopted FY 10-11	Adopted FY 11-12	Adopted FY 12-13
Director of Finance / Treasurer	1	1	1
Deputy Finance Director	1	1	1
Operations Manager (replaces Finance Technician, budgeted in Data Processing in FY 11-12)	0	0	1
Finance Technician	1	0	0
Budget Manager	0	0	0.625
Total	3	2	3.625

FY 12-13 BUDGET CHANGES

- Due to increased responsibilities for the Finance Department, the Finance Technician position has been upgraded to Operations Manager and transferred back to this department.
- Due to taking on the budget process a part-time Budget Manager position has been added. This position will help with analysis year-round and will aid in Business License revenue enforcement during the summer.

TOWN OF VIENNA
APPROVED EXPENSE BUDGET BY DIVISION

DEPT : FINANCE
ACTIVITY : ADMINISTRATION

FUND : GENERAL
NUMBER : 10241

ACCOUNT NUMBER	TITLE	FY 10-11		-----FY 11-12-----			FY 12-13 APPROVED	NET CHANGE
		BUDGET	ACTUAL	BUDGET	ADJUSTED	ESTIMATED		
41001	SALARIES AND WAGES	284,170	285,098	232,396	232,396	234,172	325,780	93,384
<p style="text-align: center;">MOVED OLD FINANCE TECHNICIAN POSITION FROM 10243 TO 10241 TO REFLECT THE REGRADE OF THE POSITION TO A FINANCE OPERATIONS MANAGER WITH MANAGEMENT RESPONSIBILITIES NEW REQUEST - REGRADE FINANCE TECHNICIAN TO FINANCE OPERATIONS MANAGER</p>								
41002	OVERTIME		2,002					
41003	REG. P.T. WITH BENEFITS		88				43,944	43,944
<p style="text-align: center;">NEW REQUEST -- BUDGET MANAGER AT 25 HOURS PER WEEK</p>								
41008	ANNUAL LEAVE CASH-IN		2,533					
TOTAL	PERSONAL SERVICES	284,170	289,721	232,396	232,396	234,172	369,724	137,328
42001	F.I.C.A.	21,739	19,745	17,778	17,778	17,914	28,284	10,506
42002	V.R.S.	42,057	42,058	34,395	34,395	40,910	40,625	6,230
42003	V.R.S. LIFE INS	955	796	781	781	781	1,726	945
42007	HEALTH INSURANCE	16,200	16,808	5,100	5,100	5,542	16,717	11,617
42012	CAFETERIA PLAN FEES	190	126	127	127	127	127	
42018	ER CONTRIBUTIONS:DC401A	11,367	11,413	9,296	9,296	9,367	13,031	3,735
TOTAL	EMPLOYEE BENEFITS	92,508	90,946	67,477	67,477	74,641	100,510	33,033
43103	ACCTG/AUDIT SVCS	80,008	54,276	55,000	55,000	55,000	55,000	
43501	PRINTING/BINDING SVCS					2,500	2,500	2,500
TOTAL	PURCHASED SERVICES	80,008	54,276	55,000	55,000	57,500	57,500	2,500
45202	LONG DIST SERVICE	800	630	525	525	400	500	(25)
45504	CONVENTIONS/EDUCATION	625	2,844	3,500	3,500	3,500	4,000	500
<p style="text-align: center;">THE REQUESTED INCREASE IN THIS ACCOUNT REFLECTS MORE ACCURATE BUDGETING FOR THE COST OF TRAINING SEMINARS AND CONFERENCES REQUIRED FOR KEEPING CURRENT WITH PUBLIC FINANCIAL ISSUES AND MAINTAINING REQUIRED CPA CERTIFICATION OF THE DEPUTY FINANCE DIRECTOR. THIS INCLUDES VGFOA CONFERENCES, REGIONAL SEMINARS, AND USEFUL WEBEX TRAINING WHEN AVAILABLE.</p>								
45801	MEMBERSHIPS/DUES	550	629	600	600	700	700	100
TOTAL	OTHER CHARGES	1,975	4,102	4,625	4,625	4,600	5,200	575
46012	BOOKS/SUBSCRIPTIONS	700	464	500	500	500	500	
46015	OPERATIONAL SUPPLIES					500	500	500
TOTAL	MATERIALS AND SUPPLIES	700	464	500		1,000	1,000	500
48102	FURN/FIXTURE REPLACEMENT					837		
TOTAL	CAPITAL OUTLAY					837		
TOTAL	ADMINISTRATION	459,361	439,509	359,998	359,998	372,750	533,934	173,936

DISBURSEMENT OPERATIONS
10242

PURPOSE

The purpose of the Disbursement Operations Division is to provide timely and accurate payments to employees and vendors.

ACTIVITIES/PRODUCTS/SERVICES

- Prepare bi-weekly and monthly payroll.
- Make all payroll tax payments and prepare and file all payroll tax returns.
- Calculate, file and remit all benefits to outside benefit providers.
- Provide W-2 tax forms and 1099 forms accurately and on time.
- Respond to special information requests regarding payroll on a myriad of topics annually both for administration and for employees.
- Provide support and payroll information for Public Safety grant reimbursements.
- Pay all vendor payments, ensuring proper support exists prior to payment.
- Research payment issues and respond to vendor and staff inquiries.
- Provide support to Finance staff by creating ad hoc reporting for audit and other analysis purposes.

FY 11-12 ACCOMPLISHMENTS

- Completed all payrolls representing over 7,800 payments accurately and on time.
- Converted to online pay stubs, saving the Town paper costs and making information more readily available to employees, board members and retirees.
- Converted the payroll cycle to allow for more time for reporting and analysis.
- Completed all vendor payments representing over 13,000 invoices accurately and on time.
- Developed and implemented a comprehensive cross-training program to ensure adequate backup for all functions in the department.
- Prepared special payroll analysis to support the Exempt Classification and Healthcare Subcommittees.

DISBURSEMENT OPERATIONS
10242

FY 12-13 INITIATIVES

- Assist with initiatives to automate timekeeping and interface with the payroll process.
- Implement new VRS Modernization system.
- Explore implementation of bank check verification as part of banking services to minimize chance of fraudulent payments.
- Explore other vendor payment methods, such as electric funds transfer.
- Explore use of scanning technology to support and streamline invoice processing.

PERFORMANCE MEASURES

Based on calendar year data

Description	2010 Actual	2011 Actual	2012 Projected
Percent of paychecks processed accurately and on time	99.9%	99.9%	99.9%
All Payroll Tax filings made on time	Yes	Yes	Yes
Average time for vendor payments	Less than 30 days	Less than 30 days	Less than 30 days
% Invoices disputed	Less than 1%	Less than 1%	Less than 1%

PERSONNEL

Based on a fiscal year

Authorized Positions	Adopted FY 10-11	Adopted FY 11-12	Adopted FY 12-13
Payroll Specialist	1	1	1
Finance Clerk II - Accounts Payable	.625	.625	1
Total	1.625	1.625	2

FY 12-13 BUDGET CHANGES

- Request changing Finance Clerk II, Accounts Payable, from a part-time position at 25 hours per week to a full-time position.

TOWN OF VIENNA
APPROVED EXPENSE BUDGET BY DIVISION

DEPT : FINANCE
ACTIVITY : DISBURSEMENT OPERATIONS

FUND : GENERAL
NUMBER : 10242

ACCOUNT NUMBER	TITLE	FY 10-11		-----FY 11-12-----			FY 12-13 APPROVED	NET CHANGE
		BUDGET	ACTUAL	BUDGET	ADJUSTED	ESTIMATED		
41001	SALARIES AND WAGES	57,382	56,835	59,277	59,277	59,277	102,165	42,888
NEW REQUEST - CONVERT PART-TIME ACCOUNTS PAYABLE POSITION (CURRENTLY 25 HOURS PER WEEK) TO A FULL-TIME								
41002	OVERTIME	1,200	5,314	1,200	1,200	3,500	2,000	800
41003	REG. P.T. WITH BENEFITS	28,431	26,480	29,370	29,370	25,701	2,142	(27,228)
41008	ANNUAL LEAVE CASH-IN		1,104					
TOTAL	PERSONAL SERVICES	87,013	89,732	89,847	89,847	88,478	106,307	16,460
42001	F.I.C.A.	6,657	6,276	6,874	6,874	6,874	7,816	942
42002	V.R.S.	8,493	8,493	8,773	8,773	8,773	12,677	3,904
42003	V.R.S. LIFE INS	193	161	199	199	199	515	316
42007	HEALTH INSURANCE	12,000	11,910	12,000	12,000	9,596	8,966	(3,034)
42012	CAFETERIA PLAN FEES	70	126	70	70	70	70	
42018	ER CONTRIBUTIONS:DC401A	2,295	2,305	2,391	2,391	2,371	4,066	1,675
TOTAL	EMPLOYEE BENEFITS	29,708	29,270	30,307	30,307	27,883	34,110	3,803
43301	EQUIPMT MICE CONTRACTS	425	95	100	100			(100)
43308	CONTRACTS/SERVICES	8,000	9,205	7,000	7,000	8,000	8,000	1,000
TOTAL	PURCHASED SERVICES	8,425	9,300	7,100	7,100	8,000	8,000	900
45203	POSTAL SERVICES	4,000	3,177	3,500	3,500	3,000	3,000	(500)
45504	CONVENTIONS/EDUCATION	150		400	400	400	400	
TOTAL	OTHER CHARGES	4,150	3,177	3,900	3,900	3,400	3,400	(500)
46012	BOOKS/SUBSCRIPTIONS	800	219	250	250	250	250	
46015	OPERATIONAL SUPPLIES	6,100	2,528	4,500	4,500	2,500	3,000	(1,500)
TOTAL	MATERIALS AND SUPPLIES	6,900	2,747	4,750	4,750	2,750	3,250	(1,500)
TOTAL	DISBURSEMENT OPERATIONS	136,196	134,225	135,904	135,904	130,511	155,067	19,163

DATA PROCESSING
10243

PURPOSE

The purpose of the Data Processing division is to support the departmental mission by maintaining and improving financial software systems essential to the operations of the other finance departments and those of users in other departments

ACTIVITIES/PRODUCTS/SERVICES

- Provide system administration for Sungard/Pentamation Financial Systems.
- Serve as conduit between Town users and software vendor.
- Provide on-site maintenance, security functions and employee training.
- Identify, analyze and resolve system issues with software vendor.
- Identify needs for systems re-engineering and consult with software vendor regarding design and implementation solutions.
- Provide system administration and supervision for credit card payment system.
- Provide operational planning and policy development.
- Analyze and audit operations.

FY 11-12 ACCOMPLISHMENTS

- Lead the successful implementation of new Real Estate Tax billing software, including a new application to automatically process mortgage company payments (over 50% of payments).
- Lead technical support to Administrative Services in the implementation of the Employee Access center and the electronic pay stub program.
- Lead the training for the new budget preparation system. Oversaw the implementation of the system.
- Continued offering training for the new general ledger system.

FY 12-13 INITIATIVES

- Resources redeployed to Finance Administration for FY 12-13, including initiatives.

DATA PROCESSING
10243

PERFORMANCE MEASURES

Based on calendar year data

Description	2010 Actual	2011 Actual	2012 Projected
Percent of users trained on new systems within a three month window	n/a	100%	100%
Percent of modification requests responded to within seven business days	n/a	100%	100%

PERSONNEL

Authorized Positions	Adopted FY 10-11	Adopted FY 11-12	Adopted FY 12-13
Finance Technician	n/a	1	0

FY 12-13 BUDGET CHANGES

- Resources redeployed to Finance Administration in FY 12-13.

TOWN OF VIENNA
APPROVED EXPENSE BUDGET BY DIVISION

DEPT : FINANCE
ACTIVITY : DATA PROCESSING

FUND : GENERAL
NUMBER : 10243

ACCOUNT NUMBER	TITLE	FY 10-11		-----FY 11-12-----			FY 12-13 APPROVED	NET CHANGE
		BUDGET	ACTUAL	BUDGET	ADJUSTED	ESTIMATED		
41001	SALARIES AND WAGES			57,733	57,733	57,773		(57,733)
MOVED OLD FINANCE TECHNICIAN POSITION FROM 10243 TO 10241 TO REFLECT THE REGRADE OF THE POSITION TO A FINANCE OPERATIONS MANAGER.								
41002	OVERTIME			4,234	4,234	1,000		(4,234)
TOTAL	PERSONAL SERVICES			61,967	61,967	58,773		(61,967)
42001	F.I.C.A.			4,741	4,741	4,741		(4,741)
42002	V.R.S.			8,544	8,544	8,544		(8,544)
42003	V.R.S. LIFE INS			194	194	194		(194)
42007	HEALTH INSURANCE			11,100	11,100	11,100		(11,100)
42012	CAFETERIA PLAN FEES			63	63	63		(63)
42018	ER CONTRIBUTIONS:DC401A			2,309	2,309	2,309		(2,309)
TOTAL	EMPLOYEE BENEFITS			26,951	26,951	26,951		(26,951)
43101	CONSULTING SERVICES	15,000						
43302	FINANCIAL SYSTEM MICE	30,000	9,388	67,350	67,350	59,000	62,000	(5,350)
THIS ACCOUNT INCLUDES ANNUAL PROCESSING FEES OF THE ASP FINANCIAL SYSTEM. IT ALSO INCLUDES MAINTENANCE OF SEVERAL LICENSE SOFTWARE SYSTEMS.								
TOTAL	PURCHASED SERVICES	45,000	9,388	67,350	67,350	59,000	62,000	(5,350)
45504	CONVENTIONS/EDUCATION			700	700	700		(700)
45801	MEMBERSHIPS/DUES			200	200			(200)
TOTAL	OTHER CHARGES			900	900	700		(900)
46015	OPERATIONAL SUPPLIES	2,500		2,500	2,500	800	500	(2,000)
TOTAL	MATERIALS AND SUPPLIES	2,500		2,500	2,500	800	500	(2,000)
TOTAL	DATA PROCESSING	47,500	9,388	159,668	159,668	146,224	62,500	(97,168)

PURCHASING
10244

PURPOSE

Purchasing supports the safeguarding of assets by ensuring the Town buys its goods and services at competitive prices while complying with state and local procurement laws.

ACTIVITIES/PRODUCTS/SERVICES

- Process purchase orders.
- Issue Blanket Purchase Orders for Maintenance Agreements.
- Issue and process solicitations for competitive sealed bidding.
- Provide guidance and ensure compliance with Commonwealth and local procurement laws.

FY 11-12 ACCOMPLISHMENTS

- Implemented emailing Purchase Orders from Pentamation.
- Implemented new Blanket Purchase Order procedures.
- Researched, evaluated, selected the equipment, and managed the installation of the newly leased copiers at Town Hall.
- Member of the Health Care/Benefits Sub-Committee
- Member of the Digitizing Paper Storage Committee

FY 12-13 INITIATIVES

- Lead the transition of the Departments in entering requisitions directly into Pentamation.
- Coordinate the Purchasing aspect of the upcoming ramp up in Capital Projects.
- Coordinate the interviews of Health Care firms for the Health Care/Benefits Sub-Committee.

**PURCHASING
10244**

PERFORMANCE MEASURES

Based on calendar year data

Description	2010 Actual	2011 Actual	2012 Projected
Regular purchase orders processed within two days of receipt of requisition	95%	95%	95%
Process competitive bid solicitations within 15 days of department request	95%	95%	95%

PERSONNEL

Based on a fiscal year

Authorized Positions	Adopted FY 10-11	Adopted FY 11-12	Adopted FY 12-13
Buyer	.625	.625	.625
Purchasing Agent	1	1	1
Total	1.625	1.625	1.625

FY 12-13 BUDGET CHANGES

- There are no significant changes to this budget.

TOWN OF VIENNA
APPROVED EXPENSE BUDGET BY DIVISION

DEPT : FINANCE
ACTIVITY : PURCHASING

FUND : GENERAL
NUMBER : 10244

ACCOUNT NUMBER	TITLE	FY 10-11		-----FY 11-12-----			FY 12-13 APPROVED	NET CHANGE
		BUDGET	ACTUAL	BUDGET	ADJUSTED	ESTIMATED		
41001	SALARIES AND WAGES	66,266	66,524	67,359	67,359	37,342	73,620	6,261
41003	REG. P.T. WITH BENEFITS	28,304	28,533	29,400	29,400	29,510	30,107	707
TOTAL	PERSONAL SERVICES	94,570	95,057	96,759	96,759	66,852	103,727	6,968
42001	F.I.C.A.	7,234	7,095	7,402	7,402	7,409	7,935	533
42002	V.R.S.	9,807	9,808	9,969	9,969	9,969	9,180	(789)
42003	V.R.S. LIFE INS	223	186	226	226	226	390	164
42007	HEALTH INSURANCE	8,400	8,710	8,400	8,400	9,868	9,220	820
42012	CAFETERIA PLAN FEES	12		12	12			(12)
42018	ER CONTRIBUTIONS:DC401A	2,651	2,661	2,694	2,694	2,694	2,945	251
TOTAL	EMPLOYEE BENEFITS	28,327	28,460	28,703	28,703	30,166	29,670	967
43301	EQUIPMT MICE CONTRACTS	550						
43601	ADVERTISING	4,000	1,892	3,000	3,000	3,000	3,000	
TOTAL	PURCHASED SERVICES	4,550	1,892	3,000	3,000	3,000	3,000	
45404	CENTRAL COPIER CHARGES	600	899	600	600	600	600	
45504	CONVENTIONS/EDUCATION	1,850	150	1,000	1,000	1,000	1,000	
45801	MEMBERSHIPS/DUES	2,000	1,740	500	500	500	500	
TOTAL	OTHER CHARGES	4,450	2,789	2,100	2,100	2,100	2,100	
46012	BOOKS/SUBSCRIPTIONS	1,300						
46015	OPERATIONAL SUPPLIES	2,000	1,429	1,500	1,500	1,500	1,500	
TOTAL	MATERIALS AND SUPPLIES	3,300	1,429	1,500	1,500	1,500	1,500	
TOTAL	PURCHASING	135,197	129,626	132,062	132,062	103,618	139,997	7,935

CENTRAL SERVICES
10245

PURPOSE

The purpose of the Central Services Division is to provide receptionist and switchboard services to the Town of Vienna and to assist in various data entry projects for the Finance Department.

ACTIVITIES/PRODUCTS/SERVICES

- Answers phones and provide directions and information for walk-in residents at Town Hall.
- Sorts incoming mail, open Finance Department mail and match payments to stubs.
- Prepares approximately 85,000 annual payments for posting.
- Runs postage meter including departmental accounting for postage.
- Input payment data for dog licenses and vehicle license fee payments.
- Assists with vehicle license adjustment processing.

FY 11-12 ACCOMPLISHMENTS

- Ensured all bills mailed on a timely basis; over 88,000 bills processed annually by the Finance Department.
- Processed payments for dog licenses and adjustments for vehicle licenses.
- Implemented new postage machine and accounting for postage.
- Assisted in various mailing and sorting projects as necessary.

FY 12-13 INITIATIVES

- Assist in project to scan accounts payable documents
- Identify areas to improve communication with the public through the receptionist area.

**CENTRAL SERVICES
10245**

PERFORMANCE MEASURES

Based on calendar year data

Description	2010 Actual	2011 Actual	2012 Projected
Percent of incoming mail sorted, processed and distributed on same day received	100%	100%	100%
Percent of outgoing mail processed on the same business day	100%	100%	100%

PERSONNEL

Based on a fiscal year

Authorized Positions	Adopted FY 10-11	Adopted FY 11-12	Adopted FY 12-13
Finance Clerk I	1	1	1
Total	1	1	1

FY 12-13 BUDGET CHANGES

- There are no significant changes to this budget.

TOWN OF VIENNA
APPROVED EXPENSE BUDGET BY DIVISION

DEPT : FINANCE
ACTIVITY : CENTRAL SERVICES

FUND : GENERAL
NUMBER : 10245

ACCOUNT NUMBER	TITLE	FY 10-11		-----FY 11-12-----			FY 12-13 APPROVED	NET CHANGE
		BUDGET	ACTUAL	BUDGET	ADJUSTED	ESTIMATED		
41001	SALARIES AND WAGES	45,813	45,998	45,939	45,939	45,939	49,272	3,333
41003	REG. P.T. WITH BENEFITS		2,042					
TOTAL	PERSONAL SERVICES	45,813	48,041	45,939	45,939	45,939	49,272	3,333
42001	F.I.C.A.	3,505	3,660	3,514	3,514	3,514	3,769	255
42002	V.R.S.	6,780	6,782	6,799	6,799	6,799	6,144	(655)
42003	V.R.S. LIFE INS	154	128	166	166	166	261	95
42004	LOCAL PENSION PLAN	3,555	3,576	3,299	3,299	3,299	3,823	524
42007	HEALTH INSURANCE	5,100	5,206	5,100	5,100	5,338	5,376	276
42012	CAFETERIA PLAN FEES	12		12	12			(12)
TOTAL	EMPLOYEE BENEFITS	19,106	19,353	18,890	18,890	19,116	19,373	483
43301	EQUIPMT MICE CONTRACTS	5,000	2,077	2,300	2,300	1,500	1,500	(800)
43308	CONTRACTS/SERVICES	6,700		700	700	500	700	
TOTAL	PURCHASED SERVICES	11,700	2,077	3,000	3,000	2,000	2,200	(800)
45201	LOCAL PHONE SERVICE	60,000	54,258	60,000	60,000	54,000	54,000	(6,000)
45203	POSTAL SERVICES		638	600	600	500	500	(100)
45801	MEMBERSHIPS/DUES	1,600	20	715	715	1,475	125	(590)
45809	REFUNDS							
TOTAL	OTHER CHARGES	61,600	54,915	61,315	61,315	55,975	54,625	(6,690)
46015	OPERATIONAL SUPPLIES	2,000	478	500	500	600	600	100
TOTAL	MATERIALS AND SUPPLIES	2,000	478	500	500	600	600	100
48103	COMMUN EQUIPT REPLACEMENT	9,000	10,608					
48203	COMMUNICATIONS EQT-ADDIT	127,300		142,000	142,000	1,300		(142,000)
FUNDS MOVED TO RESERVE (10193) TO BE APPROPRIATED WHEN NEEDED.								
TOTAL	CAPITAL OUTLAY	136,300	10,608	142,000	142,000	1,300		(142,000)
TOTAL	CENTRAL SERVICES	276,519	135,472	271,644	271,644	124,930	126,070	(145,574)

REVENUE OPERATIONS
10246

PURPOSE

The purpose of the Revenue Operations division is to produce bills, process receipts and enforce revenue collection to support Town programs.

ACTIVITIES/PRODUCTS/SERVICES

- Produce bills and collect real estate taxes. Approximately 12,000 bills totaling over \$9 million for FY 11/12 or over 45% of General Fund revenue.
- Bill and collect business license tax. Audit existing businesses to identify non-reporting businesses.
- Bill and collect meals tax, vehicle license and animal license fees.
- Process approximately 85,000 annual counter cash / check payments totaling almost \$15 million.

FY 11-12 ACCOMPLISHMENTS

- Implemented new software system for Real Estate taxes, the largest single source of Town revenue. New system implemented seamlessly including designing new bills and implementing a new process to automatically update mortgage payments, resulting in a more efficient process.
- Initiated Treasurer's summons program and increased enforcement activities for delinquent or unreported Business, Professional and Occupational Licenses. Collected almost \$200,000 in delinquent or unreported license fees.
- Collected 95% of meals tax on a timely basis.
- Assisted in Vehicle License tax collection and adjustment process.
- Assisted in implementing Police parking ticket system.

FY 12-13 INITIATIVES

- Implement new software cash receipting system streamlining cash processing.
- Add electronic lockbox system at the counter in conjunction with new cash receipting system.
- Implement lockbox processing for other tax applications such as real estate.
- Assist with systems design and implementation for new Business License, Meals Tax and Dog licensing systems.

REVENUE OPERATIONS
10246

- Assist in changes to the Vehicle License processing and with delinquent collections for Vehicle License fees.
- Research other credit card processors to increase credit card payments at the counter.

PERFORMANCE MEASURES

Based on calendar year data

Description	2010 Actual	2011 Actual	2012 Projected
Percent of Real Estate Tax Collected on time	99.72%	99.8%	99.7%
Amount of formerly unreported BPOL tax collected as a percent of total	7.6%	9%	10%
Percent of vehicle license fees collected within two months of bill	n/a	82%	85%
Percent of DMV stops placed for vehicle license fees as a percent of total	n/a	n/a	10%
Number of days from meals tax payment deadline to delinquent notices	14	14	14

PERSONNEL

Based on a fiscal year

Authorized Positions	Adopted FY 10-11	Adopted FY 11-12	Adopted FY 12-13
Real Estate Clerk	1	1	1
Finance Clerk II - cashier	1	1	1
Business License Officer	1	1	1
Finance Clerk I - cashier (unfunded)	.5	.5	.5
Total	3.5	3.5	3.5

FY 12-13 BUDGET CHANGES

- There are no significant changes to this budget.

TOWN OF VIENNA
APPROVED EXPENSE BUDGET BY DIVISION

DEPT : FINANCE
ACTIVITY : REVENUE OPERATIONS

FUND : GENERAL
NUMBER : 10246

ACCOUNT NUMBER	TITLE	FY 10-11		-----FY 11-12-----			FY 12-13 APPROVED	NET CHANGE
		BUDGET	ACTUAL	BUDGET	ADJUSTED	ESTIMATED		
41001	SALARIES AND WAGES	176,346	177,451	181,677	181,677	180,164	193,765	12,088
41002	OVERTIME	3,939	10,667	3,939	3,939	6,560	4,000	61
41003	REG. P.T. WITH BENEFITS	19,301	28,420	19,938	19,938	23,002		(19,938)
41004	PART TIME W/O BENEFITS		12,609			25,000		
MOVED POSITION TO ADMINISTRATION (10241) AS A PERMANENT PART-TIME POSITION.								
41008	ANNUAL LEAVE CASH-IN		2,261			1,167		
TOTAL	PERSONAL SERVICES	199,586	231,408	205,554	205,554	235,893	197,765	(7,789)
42001	F.I.C.A.	15,264	17,340	15,725	15,725	18,045	14,823	(902)
42002	V.R.S.	26,100	26,099	26,888	26,888	26,888	24,163	(2,725)
42003	V.R.S. LIFE INS	593	494	610	610	610	1,027	417
42004	LOCAL PENSION PLAN	8,974	9,167	8,327	8,327	8,327	9,970	1,643
42007	HEALTH INSURANCE	24,200	25,107	24,200	24,200	24,200	25,683	1,483
42012	CAFETERIA PLAN FEES	132	79	132	132	132	132	
42018	ER CONTRIBUTIONS:DC401A	1,518	1,523	1,563	1,563	1,563	1,959	396
TOTAL	EMPLOYEE BENEFITS	76,781	79,809	77,445	77,445	79,765	77,757	312
43308	CONTRACTS/SERVICES	14,486	2,650	5,000	5,000	3,200	3,200	(1,800)
43601	ADVERTISING	2,800	1,512	1,600	1,600	2,500	1,600	
TOTAL	PURCHASED SERVICES	17,286	4,162	6,600	6,600	5,700	4,800	(1,800)
45203	POSTAL SERVICES	5,971	6,588	8,200	8,200	9,000	9,000	800
45404	CENTRAL COPIER CHARGES	3,500	3,904	3,500	3,500	2,500	2,500	(1,000)
45504	CONVENTIONS/EDUCATION	300	353	700	700	500	500	(200)
TOTAL	OTHER CHARGES	9,771	10,845	12,400	12,400	12,000	12,000	(400)
46015	OPERATIONAL SUPPLIES	9,840	8,998	9,000	9,000	9,000	9,000	
TOTAL	MATERIALS AND SUPPLIES	9,840	8,998	9,000	9,000	9,000	9,000	
47203	SERVICE AWARDS		1,623					
47225	VEH LIC FEE ADMIN COSTS	30,000	39,580	30,000	30,000	30,000	32,000	2,000
TOTAL	PROGRAMS AND SERVICES	30,000	41,204	30,000	30,000	30,000	32,000	2,000
TOTAL	REVENUE OPERATIONS	343,264	376,426	340,999	340,999	372,358	333,322	(7,677)